



# GREENSBORO PUBLIC LIBRARY VOLUNTEER POLICY

1. Volunteers are identified as persons who regularly, freely perform duties or tasks at the Library for civic, charitable, or humanitarian reasons without the expectation of compensation, neither wages nor benefits. They should understand that the city does not provide workman's compensation, medical coverage, or liability for volunteers. Community service workers shall work under the same guidelines as other Library volunteers and in compliance with their organization.
2. Volunteers do not receive compensation and are, therefore, considered different than interns, who often serve on the condition that they receive school credit, recommendation letters, or other agreed-upon incentives or compensation following their service. Volunteers can receive a letter of acknowledgment for their service upon request.
3. The Library's Deputy Director will serve as volunteer coordinator to help oversee the development and continuous improvement of Library's volunteer program. Each branch shall designate a Volunteer Supervisor who will serve on an internal GPL volunteer supervisor committee and train, supervise and evaluate individual volunteers at their specific locations.
4. Due to the investment that the Library makes in training and developing volunteers, volunteers will be expected to commit to working a specific amount of hours as agreed upon collectively by them and the location's Volunteer Supervisor. The preferred minimum volunteer contribution is 40 hours per year.
5. Volunteers must complete a volunteer application form. Volunteers must be at least 15 years of age and those under 18 years of age must have written permission from a parent or guardian to volunteer for the library. At the discretion of the Library Director or their designee, special considerations regarding age may be made for groups who will be led or supervised by an adult during their library volunteer service (i.e. scouts, small camps, classes, etc.)
6. Volunteers will not be accepted if there is no suitable job match when skills, interests, location, schedule and transportation are considered. If there is not a job available, the volunteer will be informed that his/her application will be kept on file for one year and he/she will be contacted when there is an opening.

7. Volunteers will not replace paid staff and will provide special, unusual, or supplemental services and will be recruited for a specific job rather than on a general basis.
8. Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior code (including dress codes) as employees. Volunteers are expected to perform their duties on a regularly scheduled and timely basis.
9. To help ensure a quality and safe volunteer experience, volunteers are required to contact the volunteer supervisor or other available staff member if they encounter challenges or difficulties with customers or their work environment.
10. The Library will create and regularly maintain a volunteer handbook outlining procedures and best practices regarding the use, training, performance and evaluation of volunteers. Handbooks will be distributed to volunteers following an orientation. Volunteers will be required to sign a form acknowledging receipt and acceptance of the handbook and its contents.

**Please initial to show that you have read and understand the Volunteer Policy.**

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